

Spring 2019



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Wellness resources available to your patients within our communities

At AmeriHealth Caritas Delaware, we believe in fostering healthy communities. AmeriHealth Caritas Delaware maintains a web-based registry of wellness, health education, disease management, and self-management programs and activities available for our members in the community, many at no cost to the individual.

With access to up-to-date and comprehensive web-based resources, our members can connect to a wide array of services previously unknown to them, such as behavioral health care, food banks, disease education, exercise and nutrition resources, prenatal resources, financial assistance and education, as well as AmeriHealth Caritas Delaware programs, like our GED voucher program.

The Wellness Registry is easy to use, and includes contact information for each program and instructions for accessing them, the cost of the program, and any additional eligibility criteria that a member must meet to participate in the program.

Providers can now access an interactive training, Learning the Wellness Registry, to learn more about using the portal.

On successful completion of the training, providers will be able to:

- Locate the Wellness Registry on the AmeriHealth Caritas Delaware website.
- Find resources for a member using the Wellness Registry.
- Demonstrate the use of the Wellness Registry website to a member.

Visit our Provider [Training and Education](#) webpage to complete the training. At the end of the training, you will be prompted to complete an attestation.

After submitting your completed attestation, your provider group will be entered to win a **free lunch on us.**



Support



Fitness



Nutrition



Prenatal care



Education



Encourage patients to Make Every Calorie Count

The prevalence of obesity in American adults and children has continued to rise according to researchers from the Centers for Disease Control and Prevention (CDC). According to the CDC, approximately 39.8 percent of adults and 18.5 percent of youth in the United States have obesity. The prevalence of obesity among adults in Delaware is 31.8 percent.

Individuals with obesity are at higher risk than people of healthy weight to develop many serious diseases and health conditions, including stroke, heart disease, type 2 diabetes, and certain cancers. Obesity-related health conditions heighten the risks of preventable and premature mortality.

The prevalence of obesity remains higher than the Healthy People 2020 goals of 30.5 percent among adults, and 14.5 percent among youth in the United States. To help combat this rising issue, Delaware's Department of Health and Social Services has become a founding member of the national My Healthy Weight — a collective initiative offering obesity prevention and treatment for individuals of all ages.

In support of My Healthy Weight, AmeriHealth Caritas Delaware will engage members in programs to promote healthy lifestyles and we encourage our providers to do the same.

How can you help our members — your patients — reach a healthier weight?

Health care providers can address unhealthy weight gain before it causes serious health problems.

AmeriHealth Caritas Delaware encourages our providers to ask our members with a body mass index (BMI) over 25 to participate in our Make Every Calorie Count program.

Make Every Calorie Count was designed to promote wellness and healthy lifestyles to our members. The program motivates our members to find balance and set realistic weight loss goals to help them reach their healthy weight. Members who begin the program will be given a welcome kit that includes a tape measure, pedometer, and a daily food and activity log book to use as they get started. Our Care Coordination staff is available to support our members every step of the way.

In addition to the Make Every Calorie Count program, AmeriHealth Caritas Delaware encourages our primary care providers to offer intensive behavioral therapy or medical nutrition therapy every plan year for members with a qualifying diagnosis:

- At least 12 visits for adults with a BMI ≥ 30 .
- At least six contact hours for adults with a BMI ≥ 25 and one or more risk factors for cardiovascular disease.
- At least 12 visits for children ages 3 years or older with a BMI $\geq 95^{\text{th}}$ percentile.
- At least eight visits for children ages 3 years or older with a BMI in the 85th – 95th percentile.

Encourage patients to Make Every Calorie Count (continued)

Additional resources

Primary care providers are recommended to follow the 5 A's Behavior Change Model identified by the United States Preventive Services Task Force when providing IBT or MNT with patients.

Assess: Ask about and assess behavioral health risks and factors affecting behavior.

Advise: Give clear, specific, and personalized behavior change advice, including information about personal health harms and benefits.

Agree: Collaborate to select appropriate treatment goals and methods based on the patient's interest and willingness to change the behavior.

Assist: Using behavior change techniques (self-help and/or counseling), help the patient achieve agreed-on goals by acquiring the skills, confidence, and social and environmental supports for behavior change, supplemented with adjunctive medical treatments when appropriate.

Arrange: Schedule follow-up contacts (in person or by phone) to provide ongoing support and to adjust the treatment plan.

Assessing healthy weight

Adult body mass index or BMI is used as a screening tool to indicate whether a person is underweight, overweight, obese, or at a healthy weight for their height.

A BMI of less than 18.5 falls within the underweight range.

A BMI of 18.5 to 24.9 falls within the normal or healthy weight range.

A BMI of 25.0 to 29.9 falls within the overweight range.

A BMI of 30.0 or higher falls within the obese range.

Strategies for HEDIS improvement

- Use National Committee for Quality Assurance (NCQA) coding tips to actively reflect care rendered.
- Calculate height and weight with BMI for members at least once a year, even if they are not overweight. This data is used to assess patterns of weight change.
- Use appropriate diagnosis codes and procedure codes for claims data.

If you identify a member with a BMI over 25, offer the Make Every Calorie Count program today. To get started, complete a [Let Us Know form](#) and write "Make Every Calorie Count" in the Other section of the form. Fax completed forms to **1-855-806-6242** and a member of our Rapid Response and Outreach Team will contact you.

BMI coding chart	
Outpatient visit	
Outpatient CPT codes	99201 – 99205, 99211 – 99215, 99241 – 99245, 99341 – 99345, 99347 – 99350, 99381 – 99387, 99391 – 99397, 99401 – 99404
HCPCS	G0438, G0439 (ages 20 years and older on the date of service)
BMI ICD-10	Z68.1 – Z68.45 (ages 18 – 19 years on the date of service)
BMI percentile ICD-10	Z68.51 – Z68.54

As part of our Member Incentive Program, members are eligible to receive a **\$15 gift card** for completing BMI screenings, educational, and nutritional counseling.

Learn more about the AmeriHealth Caritas Delaware Member Incentive Program

Did you know AmeriHealth Caritas Delaware offers incentives to our members for completing certain health screenings? Our Member Incentive Program encourages members to get healthy and stay healthy by engaging in healthy behaviors. Members will be rewarded with a gift card or other incentives for completing important health care activities such as annual exams, BMI screenings, retinal eye exams, and more. We encourage you to discuss the program with your patients.

To learn more about the program, call Member Services at **1-844-211-0966 (TTY 1-855-349-6281)** or DSHP-Plus at **1-855-777-6617 (TTY 1-855-362-5769)**.

Member program incentive	Program description	Member incentive amount
Cervical cancer screening	Female members ages 21 – 64 receive a gift card for completing a cervical cancer screening.	\$15
Breast cancer screening	Female members ages 50 – 74 receive a gift card for completing a mammogram.	\$15
Dental screening	Members ages 2 – 20 years receive a gift card for completing their dental checkup.	\$10
Well-child visit	Parents or guardians of members in their first 15 months of life receive a gift card for completing their well-child visits. They receive an additional gift card for completing all well-child visits.	2-, 4-, 6-, 9-, 12-, and 15-month appointment = \$10 for each visit, \$20 extra for attending all
Annual well-child screening	Members ages 2 – 21 years receive a gift card for completing their annual well-child screening.	\$20
HbA1C screening	Members receive a gift card for completing an HbA1C screening.	\$10
Retinal eye exam	Members receive a gift card for completing a retinal eye exam.	\$10
Microalbumin test	Members receive a gift card for completing a microalbumin test.	\$10
Glucose screening	Members 18 years or older receive a gift card for completing a glucose screening.	\$10
Lead screening	Members receive a gift card for completing an initial lead screening, prior to age 2.	\$10
Behavioral health follow-up	Members 6 years or older who were hospitalized for a selected mental illness diagnoses receive a gift card for a follow-up visit with a behavioral health provider within seven days and another 30 days after discharge.	\$25
BMI screenings, education, and nutrition counseling	Members receive a gift card for completing BMI screenings, educational, and nutritional counseling. This is a screening event.	\$15
Chlamydia testing	Eligible females ages 16 – 24 years receive a gift card for completing a test for chlamydia.	\$15
Bright Start	Members receive a gift card or diapers for completing a postpartum visit from 21 to 56 days after birth.	\$25 or two packs of diapers
Keys to Your Care — prenatal visit	Members receive a gift card for completing a minimum of four visits by 24 weeks after birth. A choice of incentives are available if they complete eight visits by 36 weeks.	\$15 gift card for completing a minimum of four visits by 24 weeks. A choice of a pack 'n play, high chair, or car seat for completing eight visits by 36 weeks.



How the Bright Start PlusSM family health mobile app is a trusted resource for our members

With the Bright Start Plus app, members can have health information for their entire family right at their fingertips.

How Bright Start Plus is your trusted resource:

- The only pregnancy and family app with clinically approved content from sources like the American College of Obstetricians and Gynecologists, American Academy of Pediatrics, American Academy of Family Physicians, National Institutes of Health, and Centers for Disease Control and Prevention (CDC) with medical editors and medical director review.
- Health risk assessments for each trimester and postpartum.
- Health trackers for all ages and stages based on CDC and clinical standards.
- Peer-reviewed published health outcomes for the app's platform.



Bright Start *Plus*SM

Encourage your patients to download the Bright Start Plus app today.
Text "Doctor" to 1-302-202-9766 or search for Bright Start Plus in your app store.



Collecting social determinants of health data to address members' unmet needs

At AmeriHealth Caritas Delaware, care is the heart of our work. That means that every day we put our members and their families first. We work to improve not only their health, but also the economic and social issues that can act as a barrier to proper care — these social determinants of health are estimated to account for 70 percent of avoidable mortality¹ in the U.S. alone.

Our mission to build strong, healthy communities goes beyond clinical care. Up to 90 percent of a person's health is tied to factors other than clinical care.² These factors, known as the social determinants of health (SDOH), include nutritious food, access to care, safe housing, reliable transportation, and community supports.

These underlying drivers of health impact every part of our physical, mental, and social well-being. When they work against someone or are left unaddressed, they create health inequalities — which lead to worse outcomes and more expensive care.

Social factors, including education, racial segregation and bias, social supports, and poverty, can affect a person's risk factors for premature death and life expectancy. SDOH disproportionately impact low-income individuals and minority populations. As SDOH have a significant impact on health outcomes, addressing the impacts of SDOH is essential to achieving health equity.

Health care providers who serve our members are uniquely positioned to identify and address SDOH, and together we can customize person-centered programs to ensure that our members have the critical support and services they need, so they can make important lifestyle changes and lead healthier, more productive lives.

Sources:

¹. JM McGinnis, P Williams-Russo, JR Knickman, "The Case for More Active Policy Attention to Health Promotion," *Health Affairs* 21 (2), 2002, pp. 78 – 93. PMID 11900188. See also National Academies Press free publication: The Future of Public Health in the 21st Century.

². S Magnan, "Social Determinants of Health 101 for Health Care: Five Plus Five," NAM Perspectives, discussion paper, National Academy of Medicine, Washington, DC, 2017, <https://doi.org/10.31478/201710c>.

Collecting social determinants of health data to address members' unmet needs (continued)

Please include the appropriate supplemental ICD-10 diagnosis codes on your claim to report SDOH.

Note: SDOH should not be used as the admitting or principal diagnosis.

SDOH description	Applicable ICD-10 codes	
Education	Z550	Illiteracy and low-level literacy
	Z551	Schooling unavailable and unattainable
	Z558	Other problems related to education and literacy
	Z559	Problems related to education and literacy, unspecified
Employment	Z56.0	Unemployment, unspecified
	Z56.2	Threat of job loss
	Z56.3	Stressful work schedule
	Z56.6	Other physical and mental strain related to work
	Z56.81	Sexual harassment on the job
	Z56.82	Military deployment status
	Z56.4	Discord with boss and workmates
Housing and economic	Z590	Homeless
	Z591	Inadequate housing
	Z592	Discord with neighbors, lodgers, and landlord
	Z593	Problems related to living in residential institution
	Z594	Lack of adequate food and safe drinking water
	Z595	Extreme poverty
	Z596	Low income
	Z597	Insufficient social insurance and welfare support
	Z598	Other problems related to housing and economic circumstances
	Z599	Problem related to housing and economic circumstances, unspecified
Social environment	Z600	Problems of adjustment to life-cycle transitions
	Z602	Problem related to living alone
	Z603	Acculturation difficulty
	Z604	Social exclusion and rejection
	Z605	Target of (perceived) adverse discrimination and persecution
	Z608	Other problems related to social environment
	Z609	Problem related to social environment, unspecified
Upbringing	Z6221	Child in welfare custody
	Z6222	Institutional upbringing
	Z6229	Other upbringing away from parents
	Z62810	Personal history of physical and sexual abuse in childhood
	Z62811	Personal history of psychological abuse in childhood
	Z62812	Personal history of neglect in childhood
	Z62819	Personal history of unspecified abuse in childhood

Collecting social determinants of health data to address members' unmet needs (continued)

SDOH description	Applicable ICD-10 codes	
Family and social support issues	UZ630	Problems in relationship with spouse or partner
	Z6331	Absence of family member due to military deployment
	Z6332	Other absence of family member
	Z634	Disappearance and death of family member
	Z635	Disruption of family by separation and divorce
	Z636	Dependent relative needing care at home
	Z6371	Stress on family due to return of family member from military deployment
	Z6372	Alcoholism and drug addiction in family
	Z6379	Other stressful life events affecting family and household
Experiences with crime, violence, and judicial system	Z650	Conviction in civil and criminal proceedings without imprisonment
	Z651	Imprisonment and other incarceration
	Z652	Problems related to release from prison
	Z653	Problems related to other legal circumstances
	Z654	Victim of crime and terrorism
	Z655	Exposure to disaster, war, and other hostilities
Inadequate material resources	Z753	Unavailability and inaccessibility of health care facilities
	Z754	Unavailability and inaccessibility of other helping agencies
Contact with and suspected exposure	Z77010	Contact with and suspected exposure to arsenic
	Z77011	Contact with and suspected exposure to lead
	Z77090	Contact with and suspected exposure to asbestos
	Z570	Occupational exposure to noise
	Z571	Occupational exposure to radiation
	Z572	Occupational exposure to dust
	Z5731	Occupational exposure to environmental tobacco smoke
	Z5739	Occupational exposure to other air contaminants
	Z574	Occupational exposure to toxic agents in agriculture
	Z575	Occupational exposure to toxic agents in other industries
	Z578	Occupational exposure to other risk factors
Stress	Z658	Other specified problems related to psychosocial circumstances
	Z659	Problem related to unspecified psychosocial circumstances
	Z733	Stress, not elsewhere classified
	Z734	Inadequate social skills, not elsewhere classified
	Z7389	Other problems related to life management difficulty
	Z739	Problem related to life management difficulty, unspecified

Suicide Prevention Practices chapter added to Behavioral Health Provider Toolkit

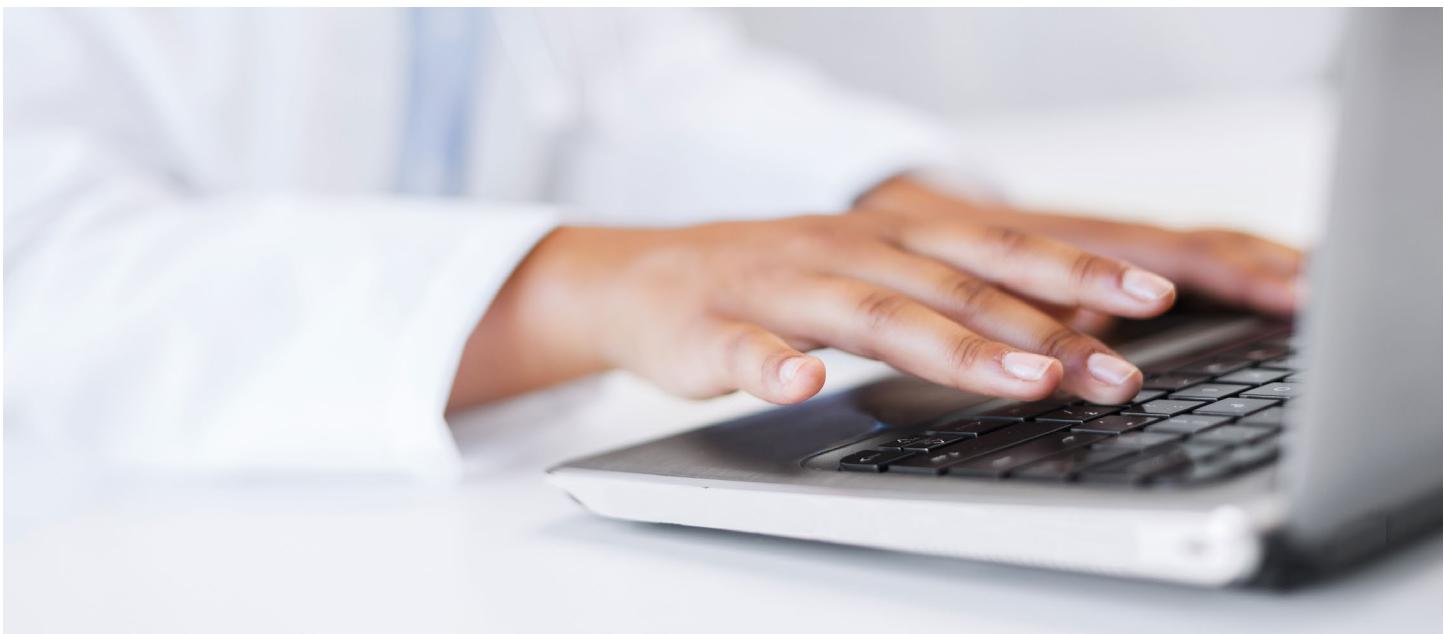
Suicide is often preventable, yet it is the 10th-leading cause of death in the United States. Research shows that many individuals who die by suicide were undiagnosed with a mental health condition. Health care providers can help prevent suicide by identifying individuals at risk early and referring them for appropriate treatment.

To support you in your front-line role with your patients — our members — we have developed a helpful resource. The Suicide Prevention Practices chapter has been added to the **Behavioral Health Provider Toolkit**. The chapter includes warning signs of immediate risk, risk factors and high-risk populations, links to screening and assessment tools, a summary of treatments and therapies, and local and national resources for suicide prevention.

The toolkit also contains information on prevalent behavioral health conditions, including anxiety disorders, attention deficit hyperactivity disorder (ADHD), depressive disorders, and substance use disorders.



¹“Suicide Prevention,” SAMHSA-HRSA Center for Integrated Health Solutions, <https://www.integration.samhsa.gov/clinical-practice/suicide-prevention-update>. Research shows that many individuals who die by suicide were undiagnosed with a mental health condition. Health care providers can help prevent suicide by identifying individuals at risk early and referring them for appropriate treatment.



Attention Deficit Hyperactivity Disorder (ADHD) eLearning Module is now available for providers

ADHD is one of the most common neurodevelopmental disorders of childhood, and most children and adolescents who are diagnosed with ADHD will continue to experience ADHD symptoms during adulthood. More than 6 million American children from age 4 to 17 have been diagnosed with ADHD. Additionally, it is estimated that 4 percent of adults are diagnosed with ADHD. Adults with ADHD can experience unstable relationships, poor work or school performance, low self-esteem, and other problems.

Because we recognize that primary care providers act as the front line in screening and treating common behavioral health conditions, we offer the ADHD eLearning module. It includes a review of symptoms and suggestions about how to incorporate evidence-based screening tools and appropriate follow-up treatment into your practice. On successful completion of this training, you should be able to:

- Describe ADHD.
- Identify the symptoms of ADHD.
- Explain how ADHD is diagnosed.
- Identify evidence-based tools to screen for ADHD.
- Identify age-appropriate treatments for ADHD.
- Describe the HEDIS® measures for ADHD.

You can access the AmeriHealth Caritas Delaware ADHD eLearning training module on our website under [Provider Training and Education](#). Please let us know you have completed the training by clicking on the Attestation Form link at the end of the training and completing the brief assessment.

We hope you find this information useful. As part of our ongoing goal to support integrated care, we have also made the following resources available to you:

- In-person, on-site behavioral health training from a clinical educator.
(Contact your Provider Network Management Account Executive if you are interested.)
- Behavioral health eLearning modules on depression and anxiety disorders.
- Coming soon: eLearning modules on substance use disorders.

Work with us to keep the AmeriHealth Caritas Delaware provider directory updated

Our online provider directory is an important tool in helping members find a network doctor, dentist, or health care facility such as a hospital or urgent care clinic in their area. An accurate provider directory helps our members find you.

We encourage providers to check often to make sure their directory information is accurate so our members have access to the most up-to-date resources.

Some of the important items we include in the directory are:

- Phone and fax numbers.
- Hospital affiliations.
- Address and office hours.
- Open status.

View your provider information on our website under the [Find a Provider](#) tab. To update your information, fax or email a completed [provider change form](#) and supporting documents to **1-877-759-6251** or delawareprovidernetwork@amerihealthcaritas.com.

Pharmacy program updates are available on our website

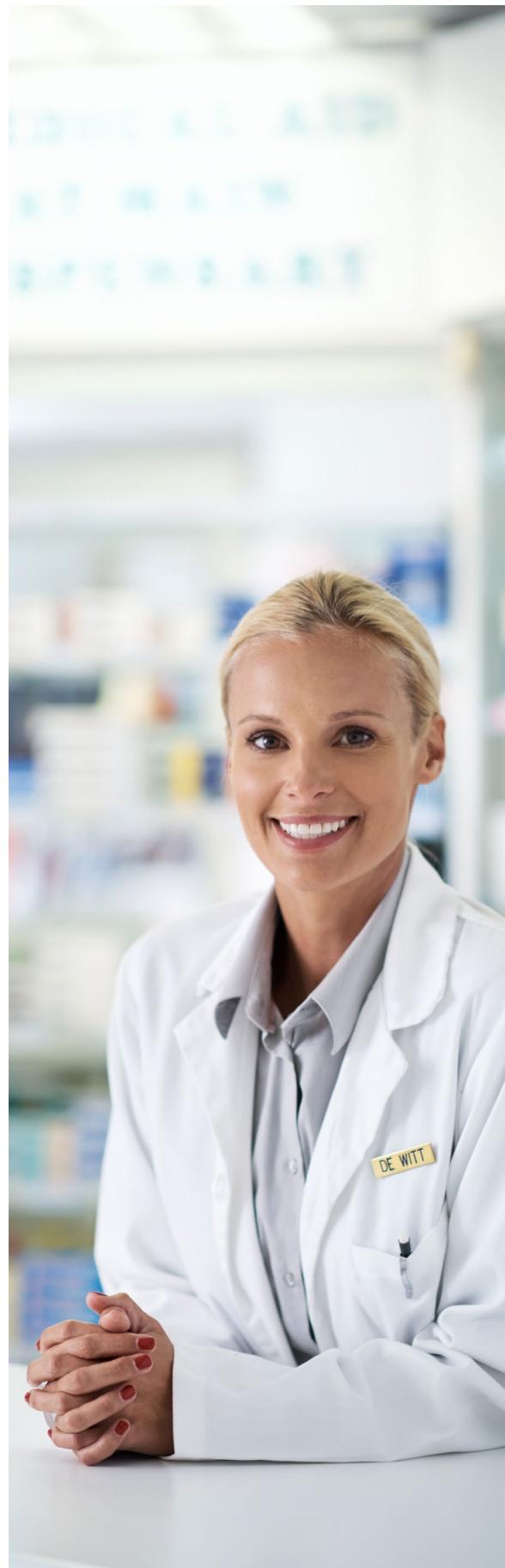
For any updates concerning our pharmacy program, please visit our [pharmacy services](#) webpage.

Information on this site includes:

- General coverage guidelines.
- Preferred drug list updates.
- Prior authorizations.
- Member lock-in program details.

If you have any additional questions about our pharmacy program, please contact PerformRxSM at one of the corresponding numbers below:

Pharmacy Provider Services		
Group	Phone number	Hours of operations
DSHP-Plus members	1-855-294-7048	8 a.m. – 7 p.m. (Monday – Friday)
DHSP and DHCP members	1-855-251-0966	8 a.m. – 7 p.m. (Monday – Friday)



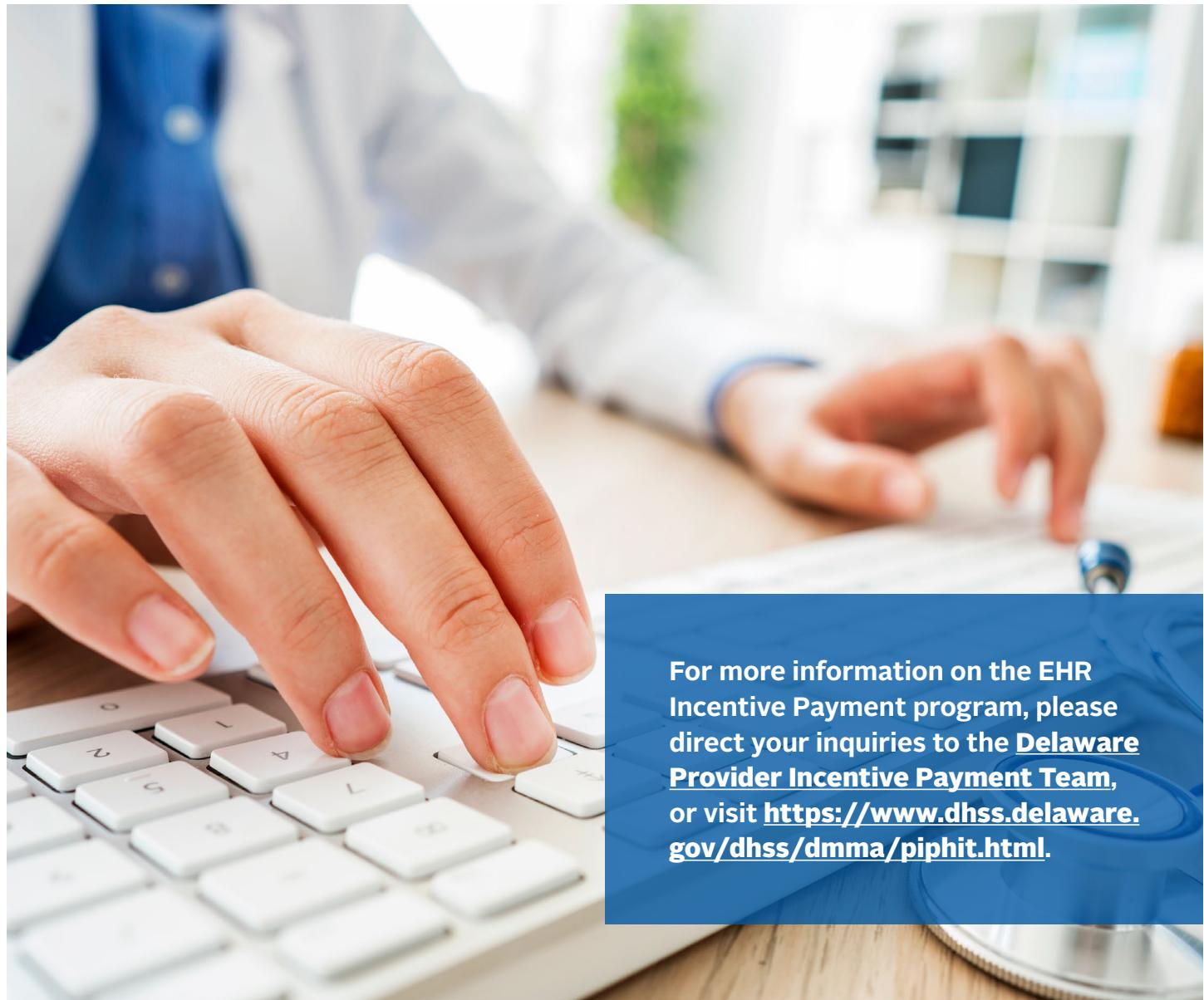
State offers Electronic Health Record Incentive Payment program to eligible providers

In November 2011, the Delaware Medical Assistance Program launched the Electronic Health Record Incentive Payment program, as established by Section 4210 of the Health Information Technology for Economic and Clinical Health Act.

Electronic Health Record Incentive Payment programs — also known as "meaningful use" — provide financial incentives to eligible professionals and hospitals for adopting and demonstrating meaningful use of certified EHR technology. These incentive programs aim to improve safety, quality, and efficiency of patient care.

Since the inception of the Electronic Health Record Incentive Payment program, DMAP has made incentive payments to more than 700 eligible professionals and hospitals throughout the state of Delaware for adopting and demonstrating meaningful use of certified EHR technology.

For more information on the DMAP EHR Incentive Payment Program, please direct your inquiries to Delawarepipteam@dxc.com, or visit DHSS's website at <https://medicaid.dhss.delaware.gov/provider/Home/MapirLanding/tbid/2100/Default.aspx> for program eligibility information.



Source: <https://www.dhss.delaware.gov/dhss/dmma/piphit.html>

AmeriHealth Caritas Delaware Community Wellness Center

AmeriHealth Caritas Delaware recently opened a wellness center for the community.

The Community Wellness Center offers many activities and resources that can help our members — your patients — jumpstart their health and wellness this spring, including preventive health education, fitness classes, healthy-cooking demonstrations, and more.

Providers are also welcome to use the center for meetings, health education, screenings, or special events.

Come visit us:

Glendale Plaza Shopping Center
1142 Pulaski Highway (Route 40)
Bear, DE 19701

Hours of operation:

Monday through Friday, 10 a.m. to 6 p.m.

Learn more about our Community Wellness Center by visiting our website or calling Member Services.

View a [calendar of upcoming events](#).



Quick reference guide



Provider Services

- Phone: **1-855-707-5818**.
- Fax: **1-855-396-5790**.



Member Services

- Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): **1-844-211-0966**.
- DSHP-Plus and DSHP-Plus Long-Term Services and Supports (LTSS): **1-855-777-6617**.
- Fax: **1-855-396-5780**.



Let Us Know

- Contact our Rapid Response and Outreach Team at **1-844-623-7090**.
- Use the [**Member Intervention Request Form**](#).
Fax completed forms to **1-855-806-6242**.



Pharmacy Services (PerformRx)

PerformRx Pharmacy Provider Services

- Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): **1-855-251-0966**.
- DSHP-Plus and DSHP-Plus Long-Term Services and Supports (LTSS): **1-888-987-6396**.

PerformRx Pharmacy Member Services

- Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): **1-877-759-6257**.
- DSHP-Plus and DSHP-Plus Long-Term Services and Supports (LTSS): **1-855-294-7048**.
- Fax: **1-855-829-2872**.

Do you know your Provider Network Account Executive?

Your Provider Network Account Executive is your liaison with AmeriHealth Caritas Delaware. They are responsible for orientation, continuing education, and problem resolution for our network providers. Email us or give us a call.

- **Tiara Goodmond**
Hospitals
Phone: **1-302-270-6750**
tgoodmond@amerihealthcaritas.com

- **Karen Lysinger**
Behavioral Health Providers and Facilities of Delaware
Phone: **1-302-233-5700**
klysinger@amerihealthcaritas.com

- **Kristina Peden**
Kent and Sussex County Physician Groups
Phone: **1-302-256-6254**
kpeden@amerihealthcaritas.com

- **Stephanie Savini**
Provider Network Manager
Phone: **1-302-270-6788**
ssavini@amerihealthcaritasde.com

- **Deneka Smith**
Dental Providers of Delaware
Phone: **1-302-286-5927**
dsmith3@amerihealthcaritasde.com

- **Latasha Smith**
New Castle County Physician Groups
Phone: **1-302-268-0424**
lsmith@amerihealthcaritasde.com

- **William (Beau) Thompson**
Long Term Services and Supports Providers of Delaware
Phone: **1-302-233-8908**
wthompson@amerihealthcaritas.com

- **Katrina Tillman**
Ancillary Providers of Delaware
Phone: **1-302-233-1544**
ktillman@amerihealthcaritas.com

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www.amerihealthcaritasde.com